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NEW IMAGES

Living Life in the Cloud

By: Lorraine Bradshaw

What do we mean by "the cloud?"

In simple terms:

"**Cloud computing** is a way of computing, via the Internet, that broadly shares computer resources instead of using software or storage on a local PC. Cloud computing is an outgrowth of the ease-of-access to remote computing sites provided by the Internet." (http://en.wikipedia.org/wiki/Cloud_computing)

This paper looks at some of the issues surrounding our increasing reliance on outside service providers to look after our digital lives.

The cost of cloud storage

While we may think it is going to cost less to store our data offsite, there are some things to consider before doing so.

If you are trying to determine a monthly service fee so you can make an informed decision about which of the cloud service providers to choose from, or whether to keep the information in-house, beware the hidden fees.

The basic cost per gigabyte of cloud storage will most likely be prominently displayed on a company website. For example, the basic cost for Amazon Web Services is \$0.15; pricing for Zetta starts at \$0.25 and decreases as more data is stored to the cloud.

What they may not "advertise" however, are costs associated with transfer of material to and from the cloud (the bigger the number of users accessing the cloud, the larger these costs will

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Metro Maryland September Meeting

Wednesday, September 15, 2010

Time: Networking - 6:00 pm, Dinner - 6:30 pm, Presentation - 7:30 pm

Location: Sheraton Hotel - 920 King Farm Blvd, Rockville, MD, 20850 (240) 912-8231

be). And then there are the costs associated with deleting your information.

"All providers will charge for data transfers in and out of the cloud based on the volume of data transferred (typical cost is \$US0.10 per GB). Some will also charge for metadata functions such as directory or file attribute listings, and copying or deleting files. While these metadata operation costs are generally miniscule on a per-operation basis (maximum of \$US0.01 per 1,000 for Amazon), they can add up." (<http://searchstorage.techtarget.com.au/articles/38250-Counting-the-cost-of-cloud-storage>)

Given that most organizations are storing terabytes of data, which isn't hard to do if you are dealing with embedded video, large graphics files and entire archives of scanned material, the costs can be staggering.

But there are other "costs" to consider. What happens if and when the company you choose as your cloud service provider is taken over, or worse, goes under? Will you be able to recover your information? Will they guarantee you can have it back should either of those scenarios happen?

Think about what would happen if your chosen vendor is unscrupulous in its business dealings and won't release your data unless you pay "ransom money" – how much would you have to pay to get your information freed?

As we have already discussed, cloud storage providers already charge for the removal of information from their storage systems, so this is not such a "silly" statement to make. So, if you need access to your information and your vendor is reluctant to give it up – how much would you be willing to pay for it? How much is your information worth to you?

Sweeping the problem under the carpet

You've done the math and you've determined the cost to outsource your electronic archive to cloud storage is well worth it. Why worry about long term archival strategies, when you can give the entire problem to someone else? But are you giving away your problem entirely?

Changing File Formats

When it comes to the electronic world in which our organizations tend to exist, there is a major issue we need to discuss, and that revolves around file formats. If you had to guess, how many different file formats do you think your organization use on a daily basis?

To state the obvious ones, there are PDF, .doc, .docx, .txt, .ppt, .pst, zip files, excel spreadsheets, databases, backups, etc.

As you and I know, most of these normal file formats are not "open" formats, they are proprietary and therefore reliant on the organization's desire and ability to maintain these formats over time:

Program: Transparency, Accountability, Privacy and the Role of RIM: A View from the People who Live in the Glass House

As the watchdog of the federal government, the Government Accountability Office often describes itself as "living in a glass house." Identifying issues and providing recommendations to other agencies means that GAO has to be a model agency and practice what it preaches. Catherine Teti, Managing Director of Knowledge Services and the Chief Agency Privacy Officer, will talk about life in the glass house and GAO's approach to knowledge management that strives to integrate information management functions, such as records management, information services (ranging from libraries to social media), and privacy, and to ensure their coordination with other business and mission functions.

Speaker: Catherine Teti, Managing Director for Knowledge Services, Chief Agency Privacy Officer, US Government Accountability Office (GAO)

Catherine has over three decades of experience in developing and directing information management programs that bring together and build upon the disciplines of public information, reference and library services, records management and archiving, and traditional and electronic content management. At GAO, Catherine has led agency-wide initiatives to leverage the retention and sharing of organizational knowledge by maximizing the way GAO collects, uses, disseminates, protects, and

- How many times have you upgraded your electronic world?
- Have you ever received a file format you couldn't open?
- How did you convert the file to one you could? The first time someone sent me a.docx file I had to download a converter so my perfectly adequate but old version of Word could open it.
- Do you still have floppy discs stored in your hard copy archive? How about the safe? One question – does your new, whizz bang, modern computer have the capacity to open them or do you just have a CD drive? What would happen if you DO want to open these so you could see what was stored on them? How would you copy these discs so you could migrate the data back into a digital format that you can send to the cloud?

I'm fortunate, I have a very old laptop – it may have been re-built 3 times after major system crashes, but it does have the capacity to read discs and CDs, and it can handle an external hard drive. But why would this matter?

Well it depends what you have on your discs I suppose – and if you can't open them, how will you ever know? For me, mine contained part of my writing history and some of the first digital photographs of the kids. These discs came in handy when I was re-building my electronic world after system crashes, and it didn't take me long to realize that discs and CDs were not going to be the best medium for long term archival storage of what I deemed to be my vital records.

Assuming all your information is in an already cloud friendly format (i.e., electronic and on your server somewhere), you make the decision and send it on its way. However, as with all records, these will need to be reviewed on a periodic basis (or retrieved for further use) and ultimately marked for destruction (but more of that later).

As you can imagine, the problems will begin to occur of course when we try and review these "archived" documents and the file formats cannot be opened on our recently upgraded systems.

Sweeping the electronic archiving problem under the carpet by not addressing file formats BEFORE you send your archive to the cloud can cause major headaches for your organization when you do come to retrieve these documents in a few years' time.

So the question has to be – do we convert our long term archive into a non-proprietary format before we archive, just so that we can be assured this problem does not occur, and do we keep backups of backups just in case the cloud service provider disappears?

Upgrades to the "cloud" servers

In addition to our own file format issue, we also have a hardware issue to consider, and not just our own.

preserves its institutional information assets. These initiatives have included implementing an agency-wide electronic records management system, developing a corporate taxonomy to strengthen the foundation for classifying and reusing organizational knowledge collections, and implementing GAO's privacy program. Before her tenure at GAO, Catherine managed major systems design and analysis projects for two private sector consulting firms and directed information management and public disclosure programs at three federal agencies and a government corporation.

Catherine has served on federal working groups charged with reviewing policies and practices to effectively capture and retain electronic information assets. She has co-chaired the Electronic Records Management Working Group, an inter-agency working group for practitioners in the disciplines of records management, telecommunications, and information systems and technology. She has served as an advisory member of the Federal Information and Records Managers Council (FIRM). She is also a member of ARMA and AIIM, serving as a member of AIIM's Emerging Technology Advisory Group (EmTAG).

Menu: Dinner buffet consists of Lentil Soup, Artesian Dinner Rolls, Baby Field Greens w/Condiments & Dressings, Cucumbers & Tomatoes, Marinated Mushroom Salad, Broccoli & Cheese Stuffed Chicken Breast w/Couscous, Vegetable Lasagna, Carrot Cake & Apple Pie

If there is anything we can absolutely guarantee in the electronic world, it is upgrades to systems, software, and hardware, and our cloud service providers are going to be no different. As more people send their material to the cloud, there will need to be additional space to cope with the traffic. With more traffic comes its own set of problems of course, but say for example:

Every time there is an upgrade to hardware and software we run the risk of losing information. We mentioned the file formats issue earlier. What happens if the newer hardware and software used by the cloud storage companies are no longer compatible with our own hardware and software OR the older formats we have stored?

With migration across platforms, we run the risk of losing information, it's nothing new, it's been happening since the dawn of the electronic world:

- Would we know what information we had lost?
- Do we know how much information we have stored?
- Do we know WHAT we have stored?
- What guarantees do the cloud storage providers give us?

This happened in the early days of Google Mail (Gmail). People lost information and were told, "Sorry – don't know quite what happened there, but we can't find it."

Is having a cheaper storage option worth the risk of potential data loss?

Retention and Disposition of Records

I know I have been talking "worst case scenario" so far, but I do have to ask these questions, and so should you. But let's move on.

What about your **Record Keeping Requirements** and in particular the retention and disposition of business records?

As we all know "We keep business records for a number of reasons. Every organization, regardless of its size, creates, receives and uses records (both paper based and electronic/digital) in relation to business activities on a daily basis. These "records" form the framework around which an organisation conducts its business, complies with regulatory requirements and can provide necessary accountability of business activities. **The record, subject to a test of reliability, is proof of how things were at any given point in time.**" (Section 1: What is a record? P16 Australian Record Retention Manual 2009)

When it comes to electronic records there are a number of concerns, not least of which is that, if it's possible that we don't know "where" it is stored, how can we be sure it has been deleted from every server, every back up tape, and every mirror site?

Given that one of the benefits of cloud computing is touted as "you can access your material from anywhere, so long as you

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Cost: Online registration with credit card, \$35 @ www.armamar.org/gmd; registration at the door cash or check only, \$30 members, \$35 non-members.

Reservations: Please RSVP by 12:00 PM Friday, September 10, 2010, by responding to your E-vite or by sending an e-mail to gburgarma@yahoo.com. No shows and cancellations after 12:00 PM Friday, September 10th, 2009, will be billed. If you have questions, contact Betsy Christie at 301-651-9026.

Directions: Additional information and directions are located at www.sheraton.com/rockville and select Local Area.

ARMA Metropolitan Maryland Chapter is preparing a series of meetings, panel discussions, and seminars focusing on the theme "Transparency, Accountability, Privacy and the Role of RIM."

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Member News

have an Internet connection" it is a question that needs to be asked before moving your entire archive to the cloud.

Again, what guarantees do you have? Are they worth the paper (electronic or otherwise) they are printed on?

Metadata

While you may no longer need to keep the "record" you do need to know it once existed, so it is important to retain the metadata about the record even if you don't keep the record itself, as Kate Cummins stated in an article entitled "Pass the Digital Stress Test." "In a legal and business sense, records are of little value if you cannot demonstrate that they are what they purport to be. If you can't account for their management, if you can't demonstrate the role they played in business process, if you can't show who had access to them and when, if you can't provide the business rules that governed their use, many records lose all value." (Image and Data Manager, July/August 2009 pp15)

Security of Information

If the above has not raised hackles of awareness to problems, the security of information should set the alarm bells ringing.

Yesterday I downloaded another anti-virus software program, as it began the installation procedure they recommended we also download all the upgrades – I sat and watched in utter incredulity as each upgrade told how many cookies, traces, Trojans and worms were being "fixed" with each upgrade. Thousands upon thousands every time, and the problem is not getting any better.

In fact, this was reported in today's news:

Spanish authorities say they have nabbed the hackers behind the Mariposa botnet. The botnet, which was developed for large-scale theft of information, took control of more than 13 million computers in 190 nations. (http://www.sci-tech-today.com/news/Accused-Hackers-Used-a-Botnet-Kit/story.xhtml?story_id=003000C25MN3&full_skip=1)

According to the news report, the three accused did not appear to use the network to the extent it could have been used; however, the information was apparently on-sold to other "organizations" who did.

If your information resides in electronic realms then it is always going to be vulnerable to attack from people who can hack, crack, and slither through the gaps in unsafe, dictionary-based, easily guessed passwords, and sloppy computing practices.

Are you still happy to send your information to a cloud storage provider?

Let me put it this way, if you have a Hotmail account you may have been a recent victim of a phishing attack. Twitter and Facebook are constantly targeted; these are all cloud services, so maybe it's time to tighten your passwords!

Dead but not forgotten

The Metropolitan ARMA Chapter June Banquet was held on Tuesday, June 8, at the O'Donnell's Seafood Grill in Gaithersburg. Our theme for this year's festivities was: "Metro 21: Dancing with the Stars." Attendees included:

Carol Agayoff
Greg Bardwell
Beth Canter
James Cassidy
Anne Chernikoff
Tod Chernikoff
Peter Chiomenti
Betsy Christie
Tony Conti
Eboni Cooper
Katie Cyboron
Joanna Fagan
Jim Fisher
Tracy Glenn
Courtney Hanson
David King
Anne Kulak
John Milligan
Al Minnick
Angela Minturn
Frederic Paul
Peggy Sanders
Cheryl Smith
Richard Thomas

Payments for Meetings

Payment for meetings by credit card is now available to both members and non-members at a cost of \$35. To use this payment option, visit www.armamar.org/gmd. We have also introduced a special student rate for meetings. With a valid student ID, students may attend the monthly dinner meetings at a reduced rate of \$15. For more information, visit [ARMA Metro Maryland's membership page](#).

Vendor Sponsorship Opportunities

The Metro MD chapter offers a variety of opportunities for vendors to become more involved in chapter activities and to spread the word about

What happens to your personal "digital" information when you die? Who do you trust with your passwords? The truth is, if it isn't managed from beyond the grave,

- would we care,
- would our families care,
- would the organizations where we store our information give two hoots and eventually mothball your accounts and move your digital life to a backroom somewhere?

It is an interesting aspect of the digital realm in which we reside. In the not so recent past, our families (or an executor) would have the dubious pleasure of rifling through our paper based history. Sniggering over journals and photographs they would make the decision on whether to keep, toss or donate to a collecting institution. In the electronic world, it's hard to remember where we stored anything let alone what the passwords are. But in reality these bits and bytes still need managing in the same way as the contents of our houses, homes, safes, and safety deposit boxes.

But one question - will there be anything to "give" to collecting institutions if it's all electronic? For someone like myself with a writing history that spans decades and most of it residing in the electronic realm, how can I pass on the baton that is/was my life and my business unless I give someone else the passwords and the details of where and how to find it?

According to Scott Brown in his article on "[Managing your Digital Remains](#)", three companies have already jumped onto that particular bandwagon. But as with all things electronic, how can we be sure these companies will still be around when we do die to do what we paid them to do?

Is this the "future" or just another stepping stone?

So what of the future?

These questions, issues, and ponderances will be with us for as long as the problem exists. And, given that we still haven't solved the long-term electronic archiving issue (PDF/A, HTML etc notwithstanding), I'm not hopeful this will be the answer we've been hoping for.

Or, as someone once said, "Plus ca change, plus c'est la meme chose."

Reprinted with permission from the Information Overload newsletter, Issue 80, February 2010. Lorraine Bradshaw is Marketing Coordinator and Projects Officer of Information Enterprises Australia Pty Ltd (<http://www.iea.com.au/>) and can be reached at training@iea.com.au.

[Link to Information Overload Newsletter](#)

Chapter Leadership

their products and services. Sponsorship levels include Featured Vendor, Dessert Sponsor, Meeting Sponsor, On-Site Sponsor and Door Prize/Raffle. Points toward the Vendor of the Year Contest may be earned for each of these sponsorship levels. For more information on the various levels of sponsorship, or if your company is interested in becoming a sponsor, please visit www.armamar.org/gmd or contact a Metro MD board member.

2010-2011 Vendor of the Year Contest

The 2010-2011 contest is underway! The winner will be determined based on scores as of April 1, 2011, and will be announced at the Chapter Banquet in June 2011. Vendors who sponsored booths at our recent seminar got a head start on the competition. Get a piece of the action by advertising in the online chapter newsletter, "New Images," sponsoring a meeting, or participating on the Executive Board of the chapter. There will be plenty of additional opportunities this year for your company to show its support and earn vendor points. Visit www.armamar.org/gmd further information on the Vendor or the Year Program.

Current 2010-2011 Vendor of the Year Standings

ECS Inc.: 5
 Feith Systems & Software: 5
 Infolinx: 5
 Kruysman-Redweld: 8
 NARA/Federal Records Centers: 5
 Open Text: 5
 USIS/Labat: 5

The 2010-2011 contest is underway. Get involved in

President	Peter Chiomenti	chiomentip@gc.adventist.org
Vice President	Carol Agayoff, CRM	agayoffc@spectrumii.com
Chairman of the Board	Al Minnick	minnicka42@gmail.com
Secretary	Rebecca Fitzgerald, CA, CRM	rebecca.fitzgerald@nrc.gov
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Newsletter Editor	Courtney Hanson	hansonc@gao.gov
Director of Education	Al Minnick	minnicka42@gmail.com
Reservations		gburgarma@yahoo.com
ARMA International		hq@arma.org

the chapter and give your company an advantage over the competition!

Employment Opportunity

If you are interested in an entry/mid-level Records Management position to provide contract support to federal clients, please send your resume to Betsy Christie, Associate at Booz Allen Hamilton, at her email address Christie.Elizabeth@bah.com. We are looking at options for expanding our RM team.

No Shows Cost the Chapter Money!

Please remember that if you sign up for a meeting but then find out later that you are unable to attend, we ask that you find a substitute to take your place, or notify us at gburgarma@yahoo.com that you will not be at the meeting. Each meeting invitation includes contact information and a deadline for reservation cancellations. Please be aware that no-shows who have not cancelled by the deadline will be billed. This action is necessary to ensure that we do not need to dip into our treasury to pay for those who commit to attend, and then do not. We thank you for your cooperation as we strive to keep our costs reasonable.

Welcome New Members

Wayne King, Elias, Matz, Tiernan & Herrick LLP

ARMA International Conferences

It's never too early to start planning for next year's annual ARMA Conference and Expo. Below are the dates for the next three years:



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November 7-10, 2010 San Francisco, CA

October 16-19, 2011 Washington, DC

September 23-26, 2012 Chicago, IL

New Images is the newsletter of the Metropolitan Maryland Chapter of ARMA International. Questions or comments should be directed to Newsletter Editor Courtney Hanson, 202-512-4442, hansonc@gao.gov.

From the Pen, By Peter Chiomenti, Chapter President

Today started out rainy and overcast, not to mention being Friday the 13th. And although it was cooler than the past few days it was still muggy and warm enough to need the A/C on in order to be comfortable. So why did I feel a slight bit of excitement and the anticipation that comes from starting something new? It could be that we are about to start the new ARMA year Right, that wasn't it. It was because I was about to join the rest of the 21st century and enter the world of smart phones (OK, so it is on backorder and I am not quite there yet).

I know, you are probably thinking, so what's the big deal, my 6-year-old nephew could navigate Manhattan with his kiddy version of a smart phone. Well, to a guy who remembers being at his grandparents' house and using a phone that didn't even have a dial – you had to tell the operator the number you wanted and she (that's right, she) would connect you, a smart phone is a pretty big jump.

OK, so apart from a trip down memory lane where is all this going? Well, technology has changed and is changing at a fairly rapid rate, a lot has happened in a relatively short period of time. When ARMA first started out paper was the main concern, and although we still have mountains of paper to deal with, for all intents and purposes we are now operating digitally. The focus of what we do has shifted away from the medium on which the information is stored to the information itself. The information can be in many forms and stored who knows where. Who has it, who owns it, who sees it, what are they doing with it, and who is responsible for managing it?

This year our theme is Transparency, Accountability, Privacy and the Role of RIM and we are going to ask some of those questions and maybe come up with a few answers. We will go to meetings, attend conferences, network and share our experiences at managing information. We will laugh, we will cry, we will scratch our heads and mutter under our breath. But most of all we will help each other and our profession surf the tsunami of information and information technology. And along the way we will have a little fun too.

In the mean time if you see some old guy staring at his smart phone like it just bit him, don't just yell at him to shut it off, show him what button to push. Oh, that's right there are no buttons . . .

Metro-21: Dance with the RIM Stars

The chapter's annual year-end banquet was held on June 8 at O'Donnell's Seafood Grill in Gaithersburg. The festivities were organized by outgoing Vice President Betsy Christie, the "Dancing with the Stars" décor, party favors and games were the work of Peggy Sanders, and Al Minnick supplied the music. After some opening networking, attendees were treated to hors d'oeuvres provided by the chapter and a sit-down dinner. The food was outstanding, as usual.

While the banquet offers fun and a chance to socialize among chapter members, it also is an opportunity to honor important contributions to the chapter. Outgoing Executive Board members were recognized, as was the 2009-2010 Vendor of the Year, GRM Information Management Services. The Executive Board members for 2010-2011 were sworn in by Tod Chernikoff, our Region Coordinator as well as a chapter member. The new board includes: President, Peter Chiomenti; Vice President, Carol Agayoff; Secretary, Rebecca Fitzgerald; Treasurer, Elizabeth Canter; Membership Director, Nyja Defrank; Program Director, John Milligan; and Director at Large, Betsy Christie.

Several key Education Awards were presented during the program. The funding for the 2010 ARMA Conference in San Francisco was awarded to Peggy Sanders. Betsy Christie received one year's worth of free chapter meetings. Elizabeth Canter and David King received gift certificates for the ARMA bookstore in a business card drawing held during the banquet.

The chapter's 21st year saw many changes, including a new chapter name, a new logo, and an electronic newsletter. The banquet was an overwhelming success, and a fitting conclusion to an exciting year.



ARMA Mid-Atlantic Region Conference, Pittsburgh, June 10 – 12, 2010

By: Betsy Christie

Without a doubt, participation in ARMA has resulted in friends, knowledge, networks, and experiences that have far surpassed my initial expectations when paying that first membership fee. And to my great delight, the recent Region meeting showed me that, even after all these years, ARMA has not lost its capacity to surprise me and expand my horizons. For example, little did I think that during the weekend, I would find myself drinking in church, watching (listening was hard) Kris Kristofferson in the

park, sitting in the Pittsburgh Pirates dugout, or becoming caught in a large procession that turned out to be the Gay Pride Parade.

Now, I can just hear your questions – weren't Carol Agayoff and I attending a serious conference to represent the Metro Maryland Chapter and participate in discussions regarding region and ARMA headquarters activities? Yes – so guess I better provide some details. Overall there were approximately 37 attendees, including representatives from the leadership of each chapter and from ARMA HQ. Briefings were conducted for a full day on Friday and most of Saturday – the Saturday afternoon meeting was actually held at the Pirates stadium. Networking is one of the most important aspects of the conference, and the Pittsburgh Chapter did an incredible job of arranging events. Most events were sponsored by RM vendors located in the Pittsburgh region. How did we end up drinking (mostly beer) in church? Dinner on Friday night was at The Church Brew Works, which is a beautiful old sanctuary converted into a microbrewery. If you ever get to Pittsburgh, it is worth a visit, if only to see the facility. Getting caught in the parade was just a fluke – we were in a hurry to walk back to the hotel and that was the only path. Not an experience to be forgotten! Oh, and did I mention that we toured Pittsburgh in one of the amphibious duck boats?

Oh yes, what we learned. Mike Guentzel, Board Member, updated us on ARMA Board Activities. The focus of the ARMA International strategic plan is to continue the development of relevant RIM standards and guidelines, advance the profession, and provide value to members. The increasing emphasis on educational programs and promulgation of GARP (Generally Accepted Recordkeeping Principles) are examples of these initiatives. The task force structure has been changed to encourage increased involvement by members. To address economic challenges, the Board approved a 2-pay installment plan for membership dues. In addition, HQ relocated to reduce expenses. Trevor Mitchell, Director of Member Services, provided an overview of membership status and associated benefits. His program emphasis is on local leadership development; online courses are provided on the ARMA website at no cost to leadership.

From the region perspective, Denise Pickett, the Mid-Atlantic Region Manager, provided a status report and led a lively discussion on the challenges facing local chapters. Of interest, the region is considering migrating its website to SharePoint. Each chapter representative presented yearly highlights. Carol and I realized one unfortunate consequence of changing our chapter's name from Gaithersburg to Metro MD; based on alphabetical order, we now needed to wait until near the end of the meeting to present our highlights. Guess we can live with that!

Last but not least, our Region Coordinator, the well-known Tod Chernikoff, had his moment of fame on the radio. Ray Davis, radio talk show host, interviewed the Region Coordinators about their backgrounds and opinions on current RIM issues for airing at a later date on his regular show. We were proud of Tod!

Thanks for sending Carol and me as your representatives. We enjoyed as well as learned. Don't hesitate to ask me, Carol or

Today any questions that you may have...I do have some pictures, too!



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New Chapter Address

To go along with our new name, the chapter now has a new mailing address. Effective immediately, our new mailing address is:

Metropolitan MD ARMA Chapter
P.O. Box 8043
Gaithersburg, MD 20898

Sites to Surf

[The Copyright Slider](#), created by the American Library Association, provides fingertip access to copyright laws and guidelines, and an easy reference for determining a work's copyright status and term. (SAA Archival Outlook, Nov/Dec 2009, p. 14)

For the National Science Foundation, Reagan Moore of the University of NC at Chapel Hill and Paul Watry of the University of Liverpool presented a "Technical Demonstration of an Integrated Preservation Infrastructure Prototype" which showed how it is possible to build, share, and preserve large digital collections using iRODS, the innovative Integrated Rule-Oriented Data System. The webcast and slides can be viewed at http://irods.org/index.php/iRODS_Videos (SAA Archival Outlook, Nov/Dec 2009, p. 14)

[Rescuing Business Records: A Disaster Planning Guide for Small Businesses](#) by David Carmicheal is available from the Council of State Archivists. A companion publication, Rescuing Family Records, is also available at the site. (SAA Archival Outlook, Nov/Dec 2009, p. 14)

[Dilbert on Compliance](#)

[On the Web's Cutting Edge, Anonymity in Name Only](#)

[Social Media, Permanent Records, and eDiscovery](#)

[Bridging the Communication Gap in eDiscovery](#)

The New York State Archives has issued a [Records Advisory: Preliminary Guidance on Social Media](#), which provides an overview of the risks associated with social media including system vulnerability, inappropriate use, and non-compliance with legal retention and disposition requirements for records, as well as advice on ways to develop and manage content on these sites, the development of an appropriate use policy, and issues with service providers. (MARAC Newsletter, Summer 2010)

[CREW Bush White House Email Report](#)

[Judge orders EPA not to destroy records UP wants](#)

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Educational Opportunities

AIIM Launches a SharePoint Certificate Program with Gimmel

Learn best practices for sharing and managing information on the SharePoint platform.

AIIM has introduced a SharePoint Certificate Program based on identified best practices from its 65,000 strong community. Microsoft provides product and technical training on SharePoint, but a successful implementation requires a strategy and structure for how to share and manage information. The SharePoint Certificate Program covers global best practices for implementing SharePoint and complementary solutions. Get the real story about what's possible with SharePoint 2007 and 2010, and learn about solutions that complement SharePoint.

More Information: <http://www.aiim.org/Training/SharePoint-Course>

International Conference on Dublin Core and Metadata Applications DC-2010

Theme: Making Metadata Work Harder: Celebrating 15 Years of Dublin Core

When: 20–22 October 2010

Where: Pittsburgh, Pennsylvania, United States

Summary: Conference participants will engage in investigations in both research and application entailing advances that make metadata work harder in ways beyond the originally identified need for better resource discovery and will take stock of progress, look to the future and celebrate the broad scope of research and applied work in making metadata work harder.

Program and Registration: www.asis.org/Conferences/DC2010/callforpapers.html

Government Technology Exhibition and Conference (GTEC) 2010

Theme: High Performance Government

When: 4–7 October 2010

Where: Ottawa, Ontario, Canada

Summary: History has already shown that technology can enable better service delivery, but high performance governments in the Web 2.0 world must find new ways to address the human and organizational dimensions of public sector service delivery.

Program and Registration: www.gtec.ca/

When the Lawyers Come Knocking: Info Management and E-Discovery

Overview: Organizations face the challenges of dealing with an increasing amount of information scattered across various sectors. Not being able to fulfill a request for discovery and information in its various electronics forms can come at a high cost.

This podcast discusses how organizations can gain control over information sprawl; deal with legal discovery in advance by controlling information; how management life cycle approaches can bring long-term payoffs through better analytics and regulatory compliance; reducing the cost of data storage and archiving; and current and future trends such as cloud computing.

Participants: Jonathan Martin, vice president and general manager for information management at Hewlett Packard (HP) and Gaynelle Jones, Discovery Counsel at Hewlett Packard.

Podcast:

www.ecommercetimes.com/story/When-the-Lawyers-Come-Knocking-Info-Management-and-E-Discovery-67994.html

8 Factors to Consider in Creating an Information Management Strategy

When: October 13, 2010

Where: Capitol Hilton, Washington DC

[More Information](#)

DGI's 4th Cloud Computing Conference

Review practical, working applications on how this emerging technology is improving agency performance and controlling costs of delivering IT resources to the government. Free for government employees.

When: September 23, 2010

More information:

<http://www.digitalgovernment.com/Events/Conferences/Cloud-Enabled-Government-Conference--Expo.shtml>

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